

ALTERNATE PERFORMANCE PLAN
FOR
INSPECTION, MAINTENANCE AND REPAIR SERVICE
OF BAR CODE ISSUE MANAGEMENT SYSTEM
FOR
SELF-HELP STORE, AT YOKOTA AIR BASE, JAPAN

28 Aug 2008

NOTE: THIS ALTERNATE PERFORMANCE PLAN IS PROVIDED AS AN ATTACHMENT TO THE SOLICITATION FOR INFORMATIONAL PURPOSE ONLY. IT WILL NOT BECOME PART OF THE CONTRACT.

This Alternate Performance Plan (APP) has been developed as identified in Performance-based Services Acquisition (PBSA) to evaluate Contractor's performance while implementing the Performance-based Work Statement (PWS). This plan will be used by the Government Representative (GR) to ensure contractor compliance on Inspection, Maintenance and Repair Service of Self-Help Store Bar Code System Contract.

1. **Objective:** The objective of this requirement is to provide all labor, tools, equipments, transportation, and other items and services necessary to provide services of Inspection, Maintenance and Repair of Self-Help Store Bar Code System at Bldg 933 Yokota Self Help Store, Yokota AB Japan, in accordance with the attached PWS. This APP is designed to provide the GR with an effective and systematic method of monitoring contractor performance. The Government Representative (GR) is to be objective, fair and consistent in evaluating the Contractor's performance against the commercial standard.

2. **Government Representative (GR):** Responsible for monitoring, assessing, recording and reporting on contractor compliance with the terms and conditions of the contract. The GR will be appointed for this contract and will have primary responsibility for completing quality assurance monitoring and inspection of the Contractor's performance. The GR will notify the Contracting Officer (CO) of any significant performance deficiencies and recommend improvements to the APP and PWS throughout the life of the acquisition.

3. **Contracting Officer (CO):** The CO will be responsible for monitoring of the Contractor's performance in the areas of contract compliance, contract administration, cost control, and property - control; reviewing the GR assessment of the Contractor's performance; and resolving all differences between the GR and the Contractor's disagreements. The CO is the only person with the authority to direct the Contractor in the performance of his duties under the contract and to make interpretations of and/or changes to the contract.

4. **Performance Assessment:**

4.1. The following Services Summary (SS) Guides reflect the performance evaluation required by the PWS.

SERVICES SUMMARY (SS) AND METHOD OF ASSESSMENT

SS Number and Performance Objective	PWS Paragraph	Performance Threshold	Method of Assessment
SS 1: Preventive Maintenance Inspection	Para 1.2.	97% of the time	100% inspection Periodic Inspection
SS 2: On-Call Remedial Maintenance	Para 1.3.	100% of the time	100% Inspection Customer Complaints

4.2. All work that is conducted on the Bar Code System will be reviewed, and function checks will be conducted upon completion of each visit. Any new upgrades will be tested and explained before the departure of the technician. Any non compliance of work will be up channeled to the CO.

4.1 Method of Inspection: The GR will oversee the work being accomplished on the barcode system and make sure the system is operating to its optimal performance.

4.2.1. Periodic Inspection.

Standard: Deficiencies shall not exceed the performance thresholds cited in the SS for each performance objective. The GR shall notify the CO for appropriate action in accordance with FAR 52.212-4, Contract Terms and Conditions-Commercial Items or the appropriate Inspection of Services clause, if any of the above service areas exceed the performance thresholds.

Procedures: The GR shall inspect the performance objectives indicated in the PWS periodically and indicate performance as acceptable or unacceptable. If during an inspection the GR finds unacceptable service, they will document the findings and conduct an investigation to ascertain the validity and cause of the unacceptable service and notify the Contractor's Contract Manager (CM) of the findings. Based on the findings, the CM may be asked to re-perform. If the CM disagrees with the complaint and challenges the validity, the GR will contact the CO. The deficiency will not be recorded if correction of the unacceptable conditions(s) is accomplished. Recurring deficiencies are not permitted. If a repeated unacceptable service is received indicating the same deficiency during the same service period (month, quarter, etc.), the GR should contact the CO for appropriate action.

4.2.2. Customer Complaints

Standard: Deficiencies shall not exceed the performance thresholds cited in the SS for each performance objective. The GR shall notify the CO for appropriate action in accordance with FAR 52.212-4, Contract Terms and Conditions-Commercial Items clause, if any of the above service areas exceed the performance thresholds.

Procedures: Customer complaints may be received from customers through any method that contains adequate information for the GR to validate the complaint (i.e. date/time of complaint, organization, name, phone no., bldg. no., contract title or number, detailed description of the complaint). A sample of the Customer Complaint Record is found in Appendix A. The Customer may verbally express his/her complaint by a telephone call or in person. The GR may also accept customer complaints by e-mail or fax. When a customer complaint is received, the GR will conduct an investigation to determine the validity of the complaint. When the GR validates the complaint, the GR should inform the Contractor's Contract Manager(CM)/Quality Control (QC) personnel of the approximate time the defect(s) will be corrected. The customer complaints received verbally will be maintained in a customer complaint log (Appendix B). The GR will also inform the CO of the matter. The CM/QC personnel shall return the written customer complaint document, properly completed with actions taken, to the GR, who will file the complaint for monitoring future recurring performance. Upon receipt of the completed document from the Contractor's QC personnel, the GR will provide a copy of it to the CO.

After investigation and validation of the services, a completed copy of Customer Complaint Record Form will be distributed to the complainant, the Contractor and contracting office respectively and the original will be filed in GR folder. Customer complaint forms become a permanent part of the GR surveillance records.

If the CM/QC personnel disputes the complaint and challenges the validity of the complaint, and the dispute cannot be resolved between the CM and the GR, the GR will refer the matter to the CO for a final decision. If the GR determines the complaint as invalid, he/she will document the findings, and file the annotated complaint form for file. All surveillance documentation will be forwarded to the CO at contract completion except deficiency that will immediately be forwarded to the CO.

4.2.3. 100% Inspection:

Standard: There are no deficiencies allowed for items requiring 100% inspection. The GR shall notify the CO for appropriate action in accordance with FAR 52.212-4, Contract Terms and Conditions – Commercial Items or the appropriate Inspection of Services clause if there are any failures to perform.

Procedures: The GR shall inspect each task immediately after completion of the task or by the due date, and record the results on his surveillance checklist as acceptable or unacceptable. The contract number, date, PWS paragraph and GR's signature will also be annotated on the form.

4.3. Remedies for Non-Conformance: If inspections indicate unacceptable performance, the GR will notify the Contractor's CM of the deficiencies for correction. The Contractor shall be given an appropriate time frame (depending on the discrepancy identified) after notification to correct the unacceptable performance. If deficiencies are not corrected within the required time frame, the GR should notify the CO for action. If the Contractor disagrees with the noted discrepancy and an agreement cannot be reached, the CO shall be notified for a final decision. When reperformance is not possible, contract price may be reduced to reflect the reduced value of the services performed.

5. Contract Performance Assessment Reporting System (CPARS): The GR shall conduct, document, track, and analyze contractor performance via regularly scheduled assessments. The assessment results shall be maintained as Past Performance Information (PPI) and utilized to prepare and support annual Contract Performance Assessment Report System (CPARS) reporting. CPARS will be updated at least annually documenting contractor performance for this specific contract. More frequent updates may be made as required to document a significant improvement or degradation of the level of contract performance. The Assessing Official Representative (AOR) will be the GR, who will also prepare the CPAR document and obtain his/her supervisor's signature as the Assessing Official (AO). The Contractor will have input prior to this CPAR being finalized. The Contractor will select their personnel to serve as Contractor Representatives (CR) to review and comment on the CPAR. The CPAR will be sent to the Reviewing Official (RO) if there is significant disagreement on the CPAR's ratings between the AO and the CR or if the AO chooses to revise the assessment as a result of the CR's comments. The RO is the Functional Commander/Director (FC/FD). The FC/FD's signature shall not be delegated.

6. **Quality Control Plan:** The Contractor shall maintain and implement a Quality Control (QC) Plan to ensure the contract services conform to the requirements of the PWS. The GR shall monitor Contractor's performance against the Contractor's QC Plan.

7. **Revision To This Performance Plan:**

7.1. Revisions to this Alternate Performance Plan (APP) are the CO and the GR. The GR reviews the PWS and the APP annually and will provide proposed changes to the CO. This is a living document that can be changed at any time if the overall scope of the contract does not change.

8. **APPENDIX**

8.1. Sample Customer Complaint Record

8.2. Sample Customer Complaint Log

8.1. Sample Customer Complaint Record

Sample Customer Complaint Record

CUSTOMER COMPLAINT RECORD			DATE/TIME OF COMPLAINT
SOURCE OF COMPLAINT			
ORGANIZATION	BUILDING NUMBER	INDIVIDUAL	PHONE NUMBER
NATURE OF COMPLAINT			
CONTRACT REFERENCE			
VALIDATION			
DATE/TIME CONTRACTOR INFORMED OF COMPLAINT			
ACTION TAKEN BY CONTRACTOR			
RECEIVED/VALIDATED BY			

8.2. Sample Customer Complaint Log

Appendix B
Sample Customer Complaint Log

Date	Customer Name	ORGN/Phone Number	Complaint Section	Referred to & Date
Complaint:				
Complaint:				
Complaint:				
Complaint:				
Complaint:				
Complaint:				
Complaint:				
Complaint:				
Complaint:				
Complaint:				
Complaint:				
Complaint:				
Complaint:				